

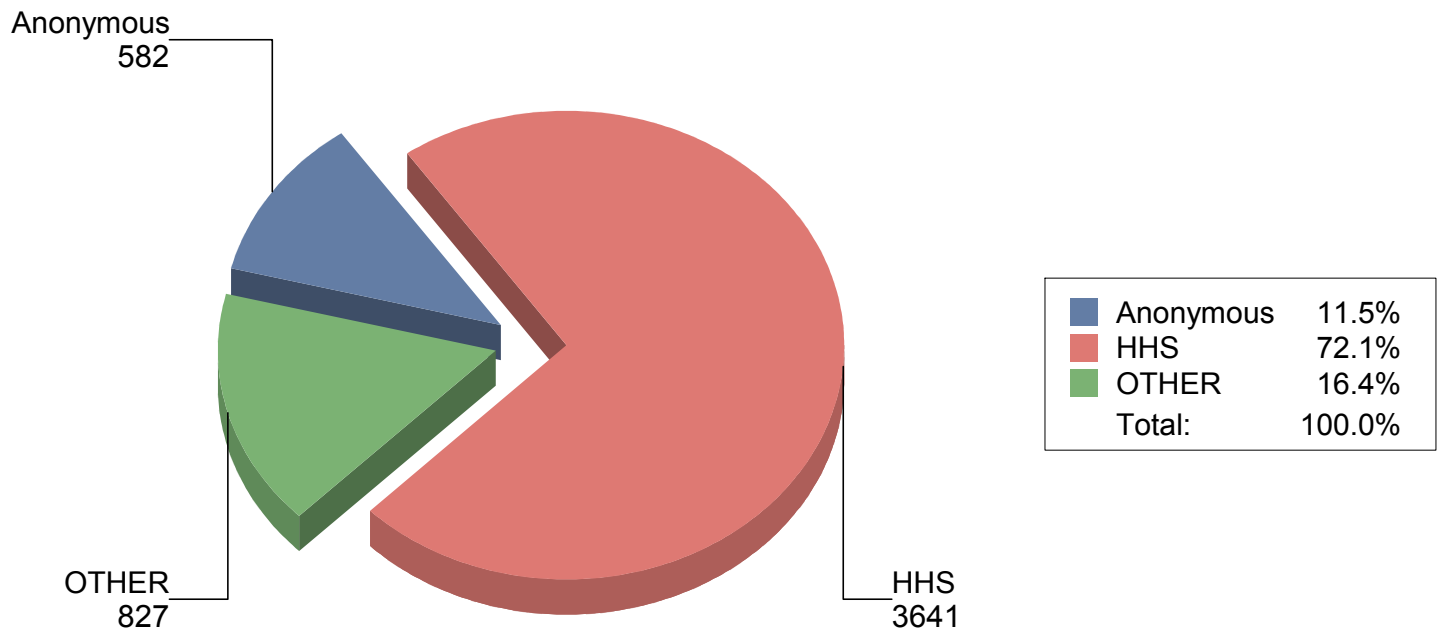
Non NIH Tickets - By Category Summary and Organization

For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Total Tickets: 5,050

Tickets by Non NIH



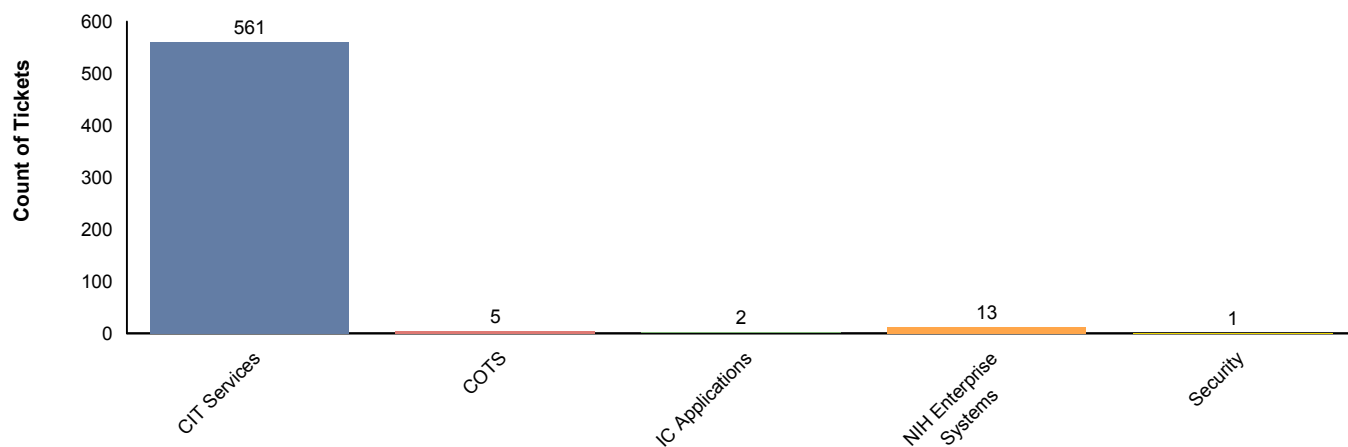
Non NIH Tickets - By Category Summary and Organization

For 04/01/2005 to 06/30/2005

Tickets By Category Summary

For Anonymous

Total Tickets: 582



Anonymous

582

CIT Services

561

Accounts	6
Back Office Support	1
CIT Categories	49
DCS 7x24	1
Email	8
General Information	485
iSDP/Software Distribution	1
NIHnet	1
Telecommunications	2
Training	4
Video	3

COTS

5

Application Support	2
Hardware	3

IC Applications

2

CC APPS	1
Web Site Issue (non-CIT)	1

NIH Enterprise Systems

13

EHRP Change Management	1
EHRP Func App Suppt	3
EHRP Reporting	1
EHRP Security	1
EHRP Workflow/Worklist	1
NBS-User Call	5
NIH Services	1

Security

1

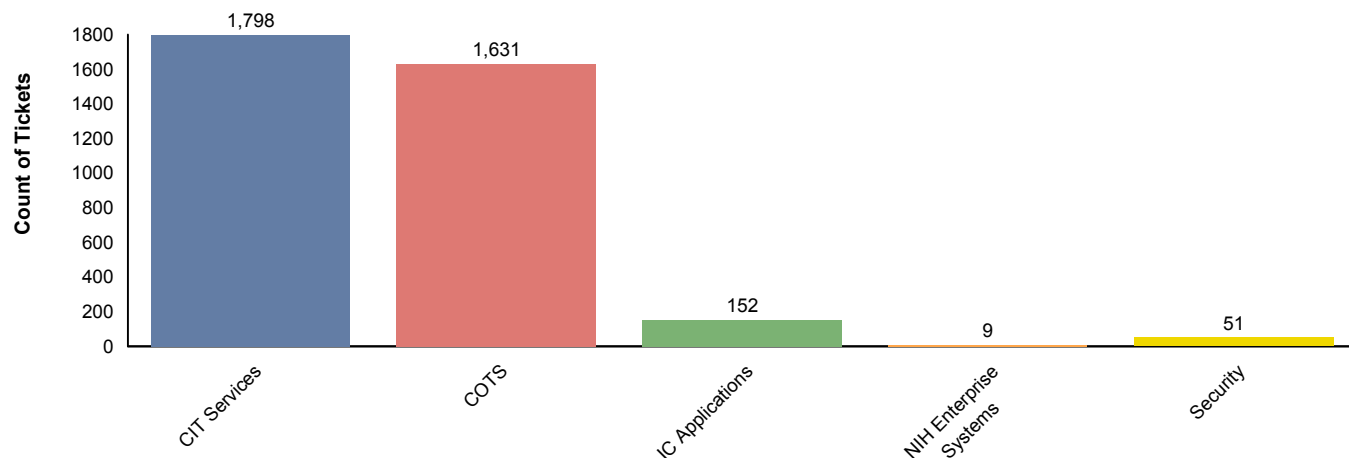
Security	1
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Non NIH Tickets - By Category Summary and Organization

For 04/01/2005 to 06/30/2005

Tickets By Category Summary
For HHS

Total Tickets: 3,641



HHS

3,641

CIT Services

1,798

Accounts	448
Back Office Support	343
CIT Categories	62
Connectivity	64
Email	646
General Information	84
iSDP/Software Distribution	2
NIHnet	6
OS/390	18
Telecommunications	12
Training	15
Video	4
Wireless Services	94

COTS

1,631

Application Support	647
Hardware	984

IC Applications

152

CC APPS (DCRI)	15
CC Clinical Applications	14
CC Technical Operations	4
Local LAN	71
Web Site Issue (non-CIT)	48

NIH Enterprise Systems

9

ADB	4
eRA-Software BA	2
NBS-User Call	2
NIH Services	1

Security

51

Anti Virus SW	14
Security	37

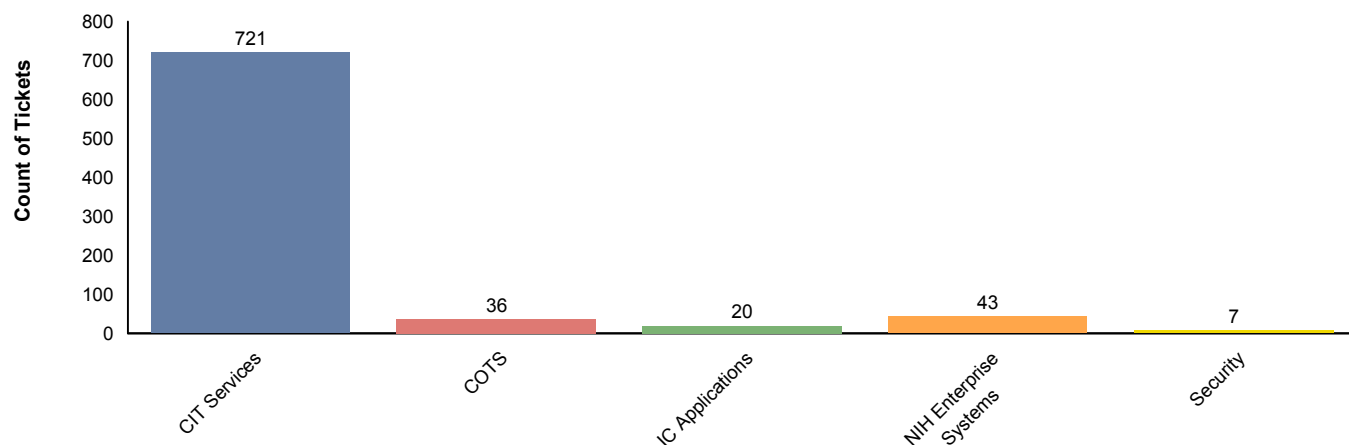
Non NIH Tickets - By Category Summary and Organization

For 04/01/2005 to 06/30/2005

Tickets By Category Summary

For OTHER

Total Tickets: 827



OTHER		827
CIT Services		721
Accounts	255	
Back Office Support	19	
CIT Categories	66	
Connectivity	18	
DCS 7x24	1	
Email	48	
General Information	162	
Helix Support	4	
iSDP/Software Distribution	6	
NIHnet	18	
OS/390	24	
Telecommunications	2	
Training	5	
Unix Support	1	
Video	14	
Wireless Services	78	
COTS		36
Application Support	22	
Hardware	14	
IC Applications		20
CC Technical Operations	1	
Local LAN	5	
Web Site Issue (non-CIT)	14	
NIH Enterprise Systems		43
ADB	8	
eRA-COMMONS	19	
eRA-IMPAC II	8	
eRA-Software BA	1	
NIH Data Warehouse	1	
NIH Services	6	
Security		7
Security	7	